

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Section 63.71 Application of)	Docket No. 18-183
Hawaiian Telcom, Inc. For Authority)	
Pursuant to Section 214 of the)	
Communications Act of 1934, as Amended,)	
to Discontinue the Provision of Service)	

AMENDED SECTION 63.71 APPLICATION OF HAWAIIAN TELCOM, INC.

Pursuant to Section 63.71 of the Commission’s Rules¹ and Section 214(a) of the Communications Act of 1934,² as amended, Hawaiian Telcom, Inc. (“Hawaiian Telcom” or “Company”) hereby files this amended application to discontinue Busy Line Verification and Busy Line Interrupt³ (“Affected Services”) throughout the Company’s service territory.

As required by Section 63.71(a) and (b) of the Commission’s rules, Hawaiian Telcom is providing the following information:

A. Name and Address of Carrier

Hawaiian Telcom, Inc.
1177 Bishop Street
Honolulu, HI 96813

¹ 47 C.F.R. § 63.71.

² 47 U.S.C § 214.

³ Hawaiian Telcom also offers Busy Line Verification and Busy Line Interrupt to its wholesale and retail customers on an intrastate basis. These services are known as Operator Verification Service and Operator Interrupt Service in Hawaiian Telcom’s Hawaii Public Utilities Commission tariffs. The Company plans to discontinue these services on an intrastate basis as well.

B. Date of Planned Service Discontinuance

Hawaiian Telcom plans to discontinue the Affected Services to carrier and retail customers effective July 31, 2018, or as soon after that date as the Commission authorizes this discontinuance.

C. Points of Geographic Areas of Service Affected

Hawaiian Telcom will discontinue the Affected Services throughout its service areas in the state of Hawaii.

D. Brief Description of the Types of Service Affected

Busy Line Verification is an inward operator assistance service whereby a Hawaiian Telcom operator, at the request of the carrier customer's operator, will determine the status of an exchange service line (e.g. conversation on the line) and report the status to the carrier's operator.

With Busy Line Interrupt service, the Hawaiian Telcom operator will, at the request of the carrier customer's operator, interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made.

Hawaiian Telcom is discontinuing these services because of low market demand, which is attributable to the new products and services available due to advances in technology, and to the existence of many alternate providers of telecommunication services. Since 2012, the Company has received an average of less than ten requests per month from its retail customers for Busy Line Verification or Busy Line interrupt service. And, during that same period, Hawaiian Telcom has not billed any interstate or intrastate carrier customers for the Affected Services, because these services were not used by any of those wholesale carrier's end users.

There has been a precipitous decline in demand for the Affected Services since the advent of features such as call waiting, which alerts customers to incoming calls, and voicemail, which allows callers to leave messages for the called party. Almost 70% of Hawaiian Telcom's residential wireline customers subscribe to Call Waiting. In addition, the exponential growth of wireless phones has rendered the Affected Services virtually obsolete. Not only do wireless subscription plans often include such features as call waiting and voicemail, but these plans also offer unlimited text messaging and access to personal email accounts and social media, which have become more common ways to communicate than via a traditional phone call. Given these ubiquitous ways to contact a customer on a real time basis when he or she is engaged in a wireline call, there is virtually no need to interrupt the progress of a wireline call. Furthermore, newer equipment and updated platform options available to the Company for other Operator Services such as directory assistance and collect calls no longer provide the Affected Services.

E. Description of the Dates and Methods of Notice to All Affected Customers

Hawaiian Telcom notified its carrier customers of the proposed discontinuance of the Affected Services by sending a letter via electronic mail on June 7, 2018. A copy of this letter is attached as Exhibit A. The Company also posted a copy of the letter on its carrier customer website. In addition, Hawaiian Telcom is sending copies of this amended Application to the Public Utilities Commission of the State of Hawaii, Governor of the State of Hawaii, Department of Hawaiian Homelands, Office of Hawaiian Affairs, and Special Assistant for Telecommunications, Department of Defense.

F. Regulatory Classification of Carrier

Hawaiian Telcom offers these switched access services pursuant to nondominant carrier regulation under *Technology Transitions*, GN Docket No. 13-5, *et al.*, FCC 16-90 (rel. Jul. 15, 2016).

Conclusion

For the reasons provided above, the public convenience and necessity will not be adversely affected by the discontinuance of Busy Line Verification and Busy Line Interrupt because other providers continue to provide alternate operator services, and the overwhelming majority of the market has already replaced these services with other communications services and/or applications that effectively meet the same customer and carrier needs as the Affected Services. Hawaiian Telcom respectfully requests that the Commission approve its Section 63.71 Application to discontinue these services.

Respectfully submitted,

By: /s/ Gregory J. Vogt

Steven P. Golden
Vice President External Affairs
Hawaiian Telcom, Inc.
1177 Bishop Street Suite 17
Honolulu, Hawaii 96813

Gregory J. Vogt
Law Offices of Gregory J. Vogt, PLLC
103 Black Mountain Ave., Suite 11
Black Mountain, NC 28611
(828) 669-2099
gvogt@vogtlawfirm.com

Counsel for Hawaiian Telcom, Inc.

June 7, 2018

EXHIBIT A



June 7, 2018

Subject: Amended Discontinuance Notice - Busy Line Verification and Busy Line Interrupt Services

Effective Date: July 31, 2018

Dear Customer:

Hawaiian Telcom, Inc. (HTI) is providing notification of its plan to discontinue inward operator service features Busy Line Verification (BLV) and Busy Line Interrupt (BLI) (collectively Affected Services) throughout the state of Hawaii. With Busy Line Verification, a HTI operator, at the request of another carrier's operator, will determine the status of an exchange service line (e.g. conversation on the line) and report the status to the carrier's operator. With Busy Line Interrupt service, the HTI operator will, at the request of the carrier's operator, interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made.

Hawaiian Telcom is discontinuing these services because of low market demand, which is attributable to the new products and services available due to advances in technology, and to the existence of many alternate providers of telecommunication services. There has been a decline in demand for the Affected Services since the advent of features such as call waiting, which alerts customers to incoming calls, and voicemail, which allows callers to leave messages for the called party. In addition, the exponential growth of wireless phones has rendered the Affected Services virtually obsolete. Furthermore, newer equipment and updated platform options available to the Company for other Operator Services such as directory assistance and collect calls no longer support the Affected Services.

These services are currently made available to access customers via HTI's FCC Tariff No. 1 as an optional feature in conjunction with Feature Group C (FGC), Feature Group D (FGD), BSA-C, or BSA-D Switched Access services.¹ Please note that this discontinuance is for the BLV and BLI features only and does not include other operator services.

HTI plans to discontinue BLV and BLI features effective July 31, 2018, or as soon after that date as the FCC authorizes this discontinuance. Once the Affected Services are discontinued, these features will no longer be available to the ILECs, CLECs and IXC's that utilize HTI's switched access services enabling BLV/BLI.

¹ Hawaiian Telcom also offers Busy Line Verification and Busy Line Interrupt to its wholesale and retail customers on an intrastate basis. The Company plans to discontinue these services on an intrastate basis as well.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the Amended §63.71 Application of Hawaiian Telcom, Inc. WC Docket No. 18-183, Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

If you have questions regarding the information provided in this notice, please contact Ellen Robinson at ellen.robinson@hawaiiantel.com, 808-546-6143, or Hawaiian Telcom, Inc., 1177 Bishop Street, Suite 24, Honolulu, HI 96813.

CERTIFICATE OF SERVICE

I, Lisa Suan, do hereby certify that I have on this 7th day of June 2018 caused a copy of the foregoing "Section 63.71 Application of Hawaiian Telcom, Inc." to be served by either hand delivery or mail as indicated below upon the following:

Delmond J. H. Won Executive Director State of Hawaii Public Utilities Commission Kekuanao'a Building 465 South King Street, Room 103 Honolulu, HI 96813	VIA HAND DELIVERY
--	-------------------

Dean Nishina Executive Director Department of Commerce and Consumer Affairs Division of Consumer Advocacy King Kalakaua Building 333 Merchant Street, Room 326 Honolulu, HI 96813	VIA HAND DELIVERY
---	-------------------

The Honorable David Y. Ige Governor, State of Hawaii Executive Chambers State Capitol Honolulu, HI 96183	VIA U.S. MAIL
--	---------------

Jobie Masagatani Chair Department of Hawaiian Home Lands P. O. Box 1879 Honolulu, HI 96805	VIA U.S. MAIL
--	---------------

Dr. Kamana'opono Crabbe Chief Executive Officer Office of Hawaiian Affairs 560 N. Nimitz Highway, Suite 200 Honolulu, HI 96817	VIA U.S. MAIL
--	---------------

Secretary of Defense Attn: Special Assistant for Telecommunications Pentagon Washington, DC 20301	VIA U.S. MAIL
--	---------------

/s/ Lisa Suan

Lisa Suan